



Department of
HUMAN SERVICES

Meeting Minutes

Division:	IME Integrated Health Home		
Meeting Title:	Open Office Hours		
Facilitator:	Pamela Lester		
Location:	Teams		
Date:	March 10, 2022	Time:	10:30 to 11am

Meeting Objectives

The primary goal of the meeting is to provide IME updates and allow for discussion.

Meeting Participants		
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<p> Abbe Berryhill Black Hawk Grundy Bridgeview Broadlawns CHSC Capstone Center Associates Children's Square Community Support Advocates Counseling Associates Crossroads Elevate CCBHC Ellipsis Eyerly Ball First Resources Families First Family Resources Four Oaks Heartland Hillcrest </p>	<p> Northeast Iowa Mental Health Center Orchard Place Pathways Plains Prairie Ridge Robert Young Siouxland Mental Health Center Southern Iowa Mental Health Center Southwest Iowa Mental Health Center Stepping Stone Family Services Tanager Vera French Waubonsie Young House Family Services YSS </p>	<p> IME IACP IBHA ITC AGP </p>
<p>BOLDED NOTE ATTENDEES</p>		

Agenda Topic	Items
IME Updates	<ul style="list-style-type: none"> • If the question is not about the Health Home Program go to imeproviderservices@dhs.state.ia.us. • All questions and concerns about Health Homes must go to the Health Home email. healthhomes@dhs.state.ia.us. • Any questions about IMPA go to IMPAhelpdesk@dhs.state.is.us • Any questions about billing go to imeproviderservices@dhs.state.ia.us. • Any questions about IoWANs goes to IoWANshelpdesk@dhs.state.ia.us • Waiver Slot Questions waiverslot@dhs.state.ia.us • Questions about HCBS Waivers hcbswaiver@dhs.state.ia.us • Any questions about a member enrolled with the MCO should go to that MCO <ul style="list-style-type: none"> ○ Amerigroup ia-healthhome@amerigroup.com ○ Iowa Total Care ITC_IHH@IowaTotalCare.com

Agenda Topic	Items
	<ul style="list-style-type: none"> • IME System Issues <ul style="list-style-type: none"> ○ There is an issue with IMPA changing members to a tier 0 for Not Eligible for Medicaid. This should not be occurring. IMPA Team is working on a fix for this. For those members that are eligible but a tier 0, please reach out to provider services with the member's information. This should be fixed. Email the Health Home Email if you find ones that have changed to 0 for "Not Medicaid Eligible". ○ There is an issue with IoWANS and Hab line closures. IoWANS is working on this issue. There is a month-end process that will check for Medicaid eligibility for HAB members in IoWANS. If there is no Medicaid eligibility found for the next month than the program request is closed in IoWANS. A list of those closures is sent for review and are re-opened if they are not to be closed. Reach out to the MCO or IoWANS Help desk if you have questions about a specific member. • QI Workgroup information is here You may review and provide any thoughts or feedback you have to the Health Home Email. This includes those that are not part of the Workgroup. • Health Home Learning Collaborative Please register for this month's "Care Coordination: Understanding Long-term Care Services, Medicaid Programs, Mental Health & Disability Service Regions, & Court-ordered Services" • Health Home Iowa Administrative Rule is located here for review. You have until March 15. https://www.legis.iowa.gov/docs/aco/arc/6206C.pdf <p>Comments go here: Any interested person may submit written comments concerning this proposed rulemaking. Written comments in response to this rule making must be received by the Department no later than 4:30 p.m. on March 15, 2022. Comments should be directed to:</p> <p>Nancy Freudenberg Department of Human Services Hoover State Office Building, Fifth Floor 1305 East Walnut Street Des Moines, Iowa 50319-0114 Email: appeals@dhs.state.ia.us</p> <ul style="list-style-type: none"> • Addressing Meth Use in the Midwest – Session #4: Evidence-based Treatment and Recovery Support March 11 https://hrsa.gov.zoomgov.com/meeting/register/vJlscOmvpzssHGRH9r8sl6U6knrST4-D114 • Notification Form We are updating based on your feedback. Thank you to all the contributions. • Website: Heidi has been updating the website and added tools and templates for you. She is working on getting the CASH and PCSP uploaded in word instead of PDF. • Verify Counties: IME will be emailing ask you to share what counties you serve. • MCO RFP: MCO RFP has been released. PROC/DAS Bidding Opportunities Iowa Department of Administrative Services. <ul style="list-style-type: none"> ○ Agency Announces Apparent Successful Bidder/Notice of Intent to Award August 31, 2022 ○ Transition Activities Begin September 1, 2022. I will start sharing status updates regarding the new MCOs.

Agenda Topic	Items
	<ul style="list-style-type: none"> ○ Anticipated Start Date for the Provision of Services July 1, 2023
Questions in the Health Homes Email	<ul style="list-style-type: none"> • Process Questions: You should have internal written policies and procedures for staff to follow when they have questions. Health Homes should utilize their own internal knowledge before reaching out to MCOs and IME. Make sure you are taking information shared by MCOs and IME and updating processes as well as sharing the information with all staff. Do not put member information in the subject line, ensure it is confidential. • Member Eligibility: The IMPA Slides provide education on how to identify what coverage the member has. Slide 15 Member Lookup and Eligibility with slide 18 giving you all of the codes that identifies a member as having full Medicaid. Remember that IMPA is read only and is updated nightly from MMIS. ELVS Line may also be used Eligibility and Verification Information System (ELVS) Iowa Department of Human Services • IME End of the Month: It is 5 business days from the end of the month. Examples are in the IMPA Slide Deck Iowa Health Home Program • Acronyms: MCOs and IME do not have a list of acronyms. • Pandemic Flexibilities: There will be an IL when this changes. It is based on the Federal Emergency.
IHH Proposed Discussion Topics: None	None
Open Discussion	<p>LOCUS/CALOCUS implementation: We do not have a start date for this. Information will be shared in an IL once CMS has approved.</p> <p>IMPA Enrollment: Enrollment request must be received before the month end process begins for a member to be enrolled the first of the following month. If it is received during the month end process, it will not be processed until the end of the following month. Exception is: When you submit an enrollment request, it checks for MCO enrollment for the prior month. If there is, it will backdate to the first of the month.</p>